

ANSWERS TO THE MOST FREQUENTLY ASKED QUESTIONS ABOUT

Paying a Parking or Camera Violation Online

Why is there an extra charge for paying with a credit or debit card?

The City of New York offers multiple payment options. As a convenience to you, the City of New York accepts credit or debit cards, PayPal, and Venmo. If you choose to pay with a credit or debit card, PayPal, or Venmo, you **will** be charged a fee of 2% of the payment amount. This fee is **nonrefundable**. You will see this amount before you check out. The fee will be shown as a separate charge on your credit or debit card statement, and the New York City Department of Finance will be the merchant. This fee is used to cover the cost of processing credit and debit cards, or your PayPal or Venmo payment. If you pay by eCheck, you will **NOT** be charged a fee.

I'm having trouble viewing this website.

To make a payment on this site, your Internet browser must support the Secure Sockets Layer (SSL), 128-bit encryption protocol. [Microsoft Internet Explorer](#) versions 8 and higher, [Mozilla Firefox](#), [Apple Safari](#), and [Google Chrome](#) support this feature. If you are having trouble making a payment or viewing this website, please check your browser to make sure it is compatible with our website. If your browser is not compatible, you can update it by clicking on one of the links above.

Are all major credit cards accepted on this site?

The City of New York is committed to providing multiple convenient payment methods to its customers. You can pay your violations with MasterCard, Visa, Discover, or American Express credit cards. You may also pay with debit cards that have a Visa or MasterCard logo as well as Discover and American Express gift cards. Debit cards that do not have a MasterCard or Visa logo are **NOT** accepted on this site.

I am trying to contact the agency using the Contact Us link at the top of the screen, but nothing is happening.

What should I do?

If you are having trouble using the Contact Us link, you should check if your internet browser, such as Safari, Mozilla Firefox, or Internet Explorer, has a pop-up blocker turned on. If your pop-up blocker is turned on, it may stop the Contact Us link from working.

Will I receive an e-mail confirmation of my payment?

Yes, you will receive an email confirmation of your payment from (ipayment@corebt.com). This is a system generated e-mail. Please do not respond to this e-mail. We recommend that you check your email's SPAM folder for the payment confirmation email if you do not see it. If you need to contact the agency about your payment, you should click on the Contact Us link at the top of the screen.

What does the time on my receipt mean?

The time on your receipt is the time that you made your payment. This time is recorded in Eastern Time. Even if you are making your payment in another time zone, all payments processed on this site are recorded in Eastern Time.

Can I use my smartphone or tablet on this website?

Yes, you can use smartphones or tablets to visit this site and pay your violation.

Why did my session timeout?

You have 15 minutes to make your payment before your session closes. If you do not finish making your payment in 15 minutes, your session will be closed and you will lose any selections you have made. You will be redirected to www.nyc.gov/payonline.

I tried to make a payment, but the following error messages appeared on the screen: What should I do?

Inaccurate CVV – CARDERRORCVV2 Mismatch (580) –This message means that you did not enter the correct three digit (MasterCard, Visa, Discover) or four digit (American Express) code on your card. If you see this message, please re-enter your payment information and make sure that you enter the correct code from your card.

Card Declined -- CARDERRORDECLINE: ND: DECLINED (580) – There are many reasons that your card could be declined. To find out why your card was declined, please contact your credit card company. If your card is declined, it means that the Department of Finance has not received any money for your payment and you will still owe money for your violations.

How do I ask for a refund?

If you need to ask for a refund, you must contact the Department of Finance. You can find the contact information for the Department of Finance by clicking on the Contact Us link at the top of the screen.

I asked for a refund, but the entire amount has not been returned to me. Why not?

If you have been given a refund and you paid with a debit or credit card, only the base amount will be returned to you. The service fee is a nonrefundable fee.

I paid my bill, but the website is showing “pending”. Why is that?

It may take two to four business days for your payment to be updated in our records. During this time, the amount that you paid will be displayed in the “Pending” column on this website. Once our records have been updated, you will not be able to search for the violation that you paid. If you have other violations, you will be able to search for them. If you don't know if we have received your payment, you can contact the Department of Finance by clicking on the Contact Us link on the top of the webpage. Please have the reference number that is on your receipt with you when you contact the agency.

My receipt says that I received provisional credit for making my payment What does this mean?

Provisional credit means that we wait for your bank to confirm that you have enough money to make the payment before we give you final credit. If the Department of Finance does not receive the money, you will still owe money for your violation. You may be charged interest and penalties until we receive the money for your payment.

Why does my payment appear as multiple items on my credit card or bank statement?

For credit or debit card payments of over \$100,000 and for eCheck payment of \$1 million or more, your transaction will be split into smaller amounts for processing. Each split payment will appear separately on your card or bank statement.

Who do I contact if I have a problem with my payment or if I think my payment did not go through?

If you have a problem while you are using this website or if you think that your payment did not go through, please contact the Department of Finance by clicking on the Contact Us link on the top of the website. When you contact us, please have your receipt number and the date that you made your payment. You may also be asked for the last four digits of your credit or debit card number or your violation number to help locate your payment.

I entered my violation or plate number to see what I owe, and I saw a message saying “We couldn’t find any matches. Please check your input and try again.” Why is that and what should I do?

If you entered your plate number or violation number and see this message, it means that the violation has already been paid and can no longer be searched for in the system. If you are trying to find your payment history, you can view it by clicking on this link <http://nycserv.nyc.gov/NYCServWeb/NYCSERVMMain>.

If you entered your plate number and see this message, it could also mean that you entered the incorrect plate number. Please make sure that you typed the plate number correctly.

Is it safe to make a payment online?

Yes. Making a payment on the website is a secure way to pay your violations. It is also more convenient. We take your safety and security very seriously. To process your payment securely, we use Secure Sockets Layer (SSL), a security protocol that provides data encryption, server authentication, and message integrity for connections to the Internet, to ensure that account numbers and personal data you provide by using this website are not transmitted over the Internet unencrypted and cannot be viewed by unauthorized individuals. We will meet all of our legal obligations to protect the security of your data.

Does New York City protect my privacy while using this website?

Yes. Your information remains strictly confidential and is protected by all access and confidentiality provisions of Federal, State, and City of New York laws. We do not share or solicit this information to any third party for any purpose unless required by law. Only those employees who need access to this information as part of their immediate job responsibilities will have access to it. You can read more about New York City’s privacy policy [here](#).